NEVADA HMO INDUSTRY PROFILE

FIRST QUARTER REPORT

January 1, 2000 through March 31, 2000

Bureau of Health Planning and Statistics Nevada State Health Division Department of Human Resources

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SPECIAL NOTE ON THE FIRST QUARTER REPORT, 2000

Due to a computer system conversion error,
Health Plan of Nevada's first quarter submitted figures were grossly over inflated in the area of commercial HMO and Medicare enrollment.

Because a large discrepancy existed between the overall figures from the original First Quarter Report completed in August, 2000 and the overall figures with Health Plan of Nevada's information corrected as of late September, an appended version of the First Quarter HMO INDUSTRY PROFILE is being offered.

TABLE OF CONTENTS

Table of Con	tents1	
Introduction.	2)
Table I	Profile of Nevada Licensed HMOs4	ļ
Table II	HMO Commercial Enrollment7	,
Table III	HMO Rural Commercial Enrollment by County8	,
Table IV	HMO Commercial Enrollment Trends9	1
Table V	HMO Medicare Enrollment10	0
Table VI	HMO Rural Medicare Enrollment by County1	1
Table VII	HMO Enrollment Trends12	2
Table VIII	HMO Medicaid Enrollment13	3
Table IX	HMO Medicaid Enrollment Trends14	1
Table X	HMO Nevada Check-Up Enrollment15	5
Table XI	Total HMO Market Penetration by County16	3
Table XII	PPO Enrollment Trends by Health Plan17	7
Table XIII	PPO Enrollment by Geographic Area18	3
Table Notes	19)

INTRODUCTION

The Nevada HMO Industry Profile is published quarterly and contains valuable information regarding Nevada's licensed health maintenance organizations (HMOs). This profile is useful to healthcare providers and others interested in managed care services available within the state.

Each quarterly report presents company specific organizational data, as well as, quarterly enrollment data arranged by county. Enrollment data are categorized by enrollee population and product (i.e. Commercial Plan, Medicare, Medicaid, Nevada Check Up). Market penetration information is also provided.

First Quarter 2000 HMO Activity Highlights

- NevadaCare finalized the acquisition of Humana Health Plan's membership in Nevada as of April 1, 2000. This will result in an increase of approximately 4000 members to NevadaCare's HMO enrollment base. NevadaCare has been working with Humana's professional staff to ensure consistency between provider networks and to avoid any interruption of care to Humana members. Humana policyholders have been notified that their premium rates will remain the same and that NevadaCare has accepted all current Humana members without medical underwriting.
- Unfortunately, as a result of the acquisition aforementioned, the First Quarter 2000 Report has been delayed. A reconciling of Humana's enrollment data for both the first and second quarters of 2000 was the main reason for this delay.
- Hometown Health Plan as of January 1, 2000 has withdrawn from the State's Medicaid Managed Care Program. Hometown's Medicaid Members were either absorbed by NevadaCare or returned to a fee for service Medicaid arrangement.
- Salli Macaskill accepted the position of Program Manager for the State Health Division's Primary Care Development Center. It is anticipated that a new HMO coordinator will be employed by late August 2000.
- This is the second quarterly profile where Nevada Check-Up Data has been presented. Three HMOs reported their statistics last quarter. Only one HMO, NevadaCare Inc., sent information for this quarter.
- The Nevada State Welfare Division did not report county totals for Medicaid eligibles this quarter. Only statewide totals were available at time of printing.

•	Year 2000 population estimates, updated in August 2000, and provided by the State Demographer's office, University of Nevada, Reno, were used in the market penetration calculations for this report.

Table I

PROFILE OF NEVADA LICENSED HMOS

Enrollment for Quarter Ending: March 31, 2000

НМО	Contact	Service Area	Enrollment	
Aetna US Healthcare	Linda Wilson, RN, MPH	Clark County, Reno/Sparks, and	Commercial:	35,981
4000 South Eastern Ave., Suite 150	Quality Accreditation Manager	Pahrump in Nye County	Medicare:	-
Las Vegas, NV 89117	Phone: 702-650-8243		Medicaid:	-
			NV Check-Up:	-
Model: Network	General Manager: Cliff Klima		Total:	35,981
Licensed: July, 1997				
For-profit; Foreign HMO	Medical Director: Dr. Richard Miller		PPO Total:	-
State Quality Exam: NCQA				
Results Pending				
Health Plan of Nevada	Jonathan Bunker, President	Clark, Esmeralda, Lyon,	Commercial:	137,457
(Subsidiary of Sierra Health Services)	Phone: 702-242-7300	Mineral, Nye, and	Medicare:	39,941
P.O. Box 15645		Washoe, Counties	Medicaid:	13,713
Las Vegas, NV 89114-5645	Medical Director: Dr. Sameer Abu-Samrah		NV Check-Up:	-
			Total:	191,111
Model: Group/Network Combination				
Licensed: April 1982			PPO Total:	21,822
For-profit; Domestic HMO	Federally Qualified: All service areas			
NCQA full accreditation 8/98.	Medicare Risk Contract: All service areas			
HMO Nevada	Blair Christensen, Vice-President	Carson City, Clark,	Commercial:	6,064
6900 Westcliff Dr., Suite 600	Phone: 702 228-2583	Douglas, Elko, Esmeralda,	Medicare:	-
Las Vegas, NV 89128		Eureka, Humboldt,	Medicaid:	-
	Medical Director: Dr. William Bannen	Lincoln, Lyon, Nye	NV Check-Up:	-
Licensed: December 1992		Storey and Washoe	Total:	6,064
For-profit; Foreign HMO	Federally Qualified: Clark County	Counties		
State Quality Exam: JCAHO			PPO Total:	92,150
Substantial Compliance				

НМО	Contact	Service Area	Enrollment	
Hometown Health Plan	Jim Miller, (Acting) Executive Director	Carson City, Churchill,	Commercial:	33,371
400 S. Wells Ave.	Phone: 775-325-3000	Douglas, Elko, Eureka,	Medicare:	6,410
Reno, NV 89502		Humboldt, Lander,	Medicaid:	-
Model: Network	Medical Director: Dr. Gabriel Bonnet	Lyon, Mineral, Pershing,	NV Check-Up:	-
		Storey and Washoe	Total:	39,781
Licensed: February 1988	Federally Qualified: All service areas	Counties		
Non-profit; Domestic HMO	Medicare Risk Contract: Washoe County		PPO Total:	13,147
State Quality Exam: HCFA 7/98				
Humana Health Plan	Kevin R. Meriwether, Executive Director	Carson City, Clark,	Commercial:	1,713
9900 Covington Cross Dr.	Phone: 702-869-1344	Douglas, Lyon, and	Medicare:	662
Las Vegas, NV 89144		Storey Counties.	Medicaid:	-
	Medical Director: David A. Govaker, MD	Pahrump in Nye County	NV Check-Up:	-
Model: Group	Federally Qualified: Clark, Pahrump in Nye	and portions of Washoe	Total:	2,375
Licensed: June 1989	County	County		
For-profit; Foreign HMO	Medicare Risk Contract: Clark, Pahrump in		PPO Total:	4,121
State Quality Exam: 6/97 HCFA	Nye County			
NevadaCare, Inc.	Keith Beagle, President	Clark County, and	Commercial:	15,970
1701 Charleston Blvd., Suite 420	Phone: 702-474-7241	Reno / Sparks in	Medicare:	-
Las Vegas, NV 89102		Washoe County	Medicaid:	26,792
	Medical Director: Dr. Tom Quam		NV Check-Up:	3,782
Model: Network			Total:	46,544
Licensed: September 1995				
For-profit; Domestic HMO			PPO Total:	-
State Quality Exam: 11/98, JCAHO				

НМО	Contact	Service Area	Enrollment	
PacifiCare of Nevada, Inc.	James Frey, President/CEO	Carson City, Clark,	Commercial:	33,509
700 Warm Springs Rd.	Phone: 702-269-7500	Douglas, Esmeralda,	Medicare:	30,400
Las Vegas, NV 89119		Lyon, Mineral, Nye,	Medicaid:	-
	Chief Medical Officer: Dr. Bard Coats	Storey, and Washoe	NV Check-Up:	-
Model: Network, and DSI Network		Counties	Total:	63,909
Licensed: September 1997	Federally Qualified: Clark County			
For-profit; Domestic HMO	Medicare risk contract: Clark County		PPO Total:	75
NCQA Full accreditation 2/98				
State Quality Exam: 4/97 HCFA				
St. Mary's Health First	M. Donald Kowitz, Chief Operating Officer	Carson City, Storey and	Commercial:	19,708
5290 Neil Road	Phone: 775- 829-6000	Washoe Counties.	Medicare:	-
Reno, NV 89502		Douglas County except	Medicaid:	-
	Medical Director: Dr. Dennis Shuman	Stateline and portions of	NV Check-Up:	-
Model: Staff/Network combination		Lyon County	Total:	19,708
Licensed: June 1993				
For-profit; Domestic HMO			PPO Total:	-
State Quality Exam: 10/98 NCQA				
United HealthCare of Nevada, Inc.	Emery Dameron, Chief Executive Officer	Clark County, and	Commercial:	15,319
1160 Town Center Dr, Suite 390	Phone: 415-546-3252	Pahrump in Nye County	Medicare:	-
Las Vegas, NV 89144			Medicaid:	4,113
	Medical Director: Dr. Kenneth Osgood		NV Check-Up:	-
			Total:	19,432
Model: Network				
Licensed: June 1997			PPO Total:	56,460
For-profit; Domestic HMO				
State Quality Exam: Not scheduled				

			<u>Market</u>
	Nevada State Totals:	Enrollment	Penetration*
DSI: Delivery Service Intermediary	Commercial:	299,092	16.2%
	Medicare:	77,413	36.0%
Please refer to "TABLE NOTES" for important additional information.	Medicaid:	44,618	43.6%
	NV Check-Up	3,782	
	Total Enrollment:	424,905	

^{*} Market Penetration calculations and enrollment figures are mutually ex categories, and should be interpreted as such.

Table II

HMO COMMERCIAL ENROLLMENT
by Geographic Area
March 31, 2000

	Clark	Washoe	Rural	Total
Health Plan	County	County	Counties	Commercial
Aetna US Healthcare	35,355	587	39	35,981
Health Plan of Nevada	128,359	6,264	2,834	137,457
HMO Nevada	4,362	1,399	303	6,064
Hometown Health Plan	85	24,831	8,455	33,371
Humana Health Plan	1,319	225	169	1,713
NevadaCare, Inc.	15,706	264	-	15,970
PacifiCare of Nevada, Inc.	24,289	8,002	1,218	33,509
St. Mary's Health First	-	17,552	2,156	19,708
United HealthCare of Nevada	15,319	-	-	15,319
Totals	224,794	59,124	15,174	299,092
Market Penetration	17.6%	20.2%	5.5%	16.2%

Table III

HMO RURAL COMMERCIAL ENROLLMENT BY COUNTY
March 31, 2000

		Health Plan	HMO	Hometown	
County	Aetna	Nevada	Nevada	Health	Humana
Carson City	-	102	73	7,721	-
Churchill	-	23	-	0	4
Douglas	-	39	55	443	9
Elko	-	11	0	37	64
Esmeralda	-	7	0	-	-
Eureka	-	0	-	-	-
Humboldt	-	4	-	41	4
Lander	-	1	-	-	-
Lincoln	-	56	0	-	2
Lyon	-	252	34	206	25
Mineral	-	35	-	0	9
Nye	39	2,293	140	-	24
Pershing	-	3	-	7	4
Storey	-	7	1	0	-
White Pine	-	1	-	-	4
Undefined	-	-	-	-	20
TOTAL	39	2,834	303	8,455	169

			St. Mary's		County
County	NevadaCare	PacifiCare	Health First	United	Total
Carson City	0	729	1,415	-	10,040
Churchill	-	-	-	-	27
Douglas	0	489	216	-	1,251
Elko	-	-	-	-	112
Esmeralda	-	0	-	-	7
Eureka	-	-	-	-	-
Humboldt	-	-	-	-	49
Lander	-	-	-	-	-
Lincoln	-	-	-	-	58
Lyon	0	0	419	-	936
Mineral	-	0	-	-	44
Nye	-	0	-	0	2,496
Pershing	-	-	-	-	14
Storey	0	0	106	-	114
White Pine	-	-	-	-	5
Undefined	-	-	-	-	20
TOTAL	0	1,218	2,156	0	15,173

Table IV

HMO COMMERCIAL ENROLLMENT TRENDS

March 31, 2000

Health Plan	Enrollment Mar 2000	Enrollment Mar 1999	Difference	Percentage Change
Aetna US Healthcare	35,981	16,192	19,789	122.2%
Health Plan of Nevada	137,457	137,969	-512	-0.4%
HMO Nevada	6,064	12,431	-6,367	-51.2%
Hometown Health Plan	33,371	40,155	-6,784	-16.9%
Humana Health Plan	1,713	4,776	-3,063	-64.1%
NevadaCare, Inc.	15,970	11,463	4,507	39.3%
PacifiCare of Nevada, Inc.	33,509	40,171	-6,662	-16.6%
St. Mary's HealthFirst	19,708	17,522	2,186	12.5%
United HealthCare of Nevada	15,319	16,009	-690	-4.3%
Totals	299,092	296,688	2,404	0.8%

Table V

HMO MEDICARE ENROLLMENT
by Geographic Area
March 31, 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Medicare
Aetna US Healthcare	1	-	1	-
Health Plan of Nevada	32,611	3,229	4,101	39,941
HMO Nevada	-	-	-	-
Hometown Health Plan	-	6,410	0	6,410
Humana Health Plan	642	5	15	662
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	30,400	-	-	30,400
St. Mary's Health First	-	-	-	-
United HealthCare of Nevada	-	-	-	-
Totals	63,653	9,644	4,116	77,413
Market Penetration	44.0%	26.1%	12.2%	36.0%

Table VI HMO RURAL MEDICARE ENROLLMENT BY COUNTY March 2000

County	Aetna	Health Plan Nevada	HMO Nevada	Hometown Health	11
	Aema		Nevaua	пеанн	Humana
Carson City	-	31	-	-	-
Churchill	-	5	-	=	1
Douglas	-	4	-	=	=
Elko	-	1	-	-	-
Esmeralda	-	22	-	-	-
Eureka	-	0	-	-	-
Humboldt	-	1	-	-	-
Lander	-	0	-	-	-
Lincoln	-	3	-	-	-
Lyon	-	947	-	-	-
Mineral	-	96	-	-	-
Nye	-	2,989	-	-	14
Pershing	-	0	-	-	-
Storey	-	0	-	-	-
White Pine	-	2	-	-	-
TOTAL	0	4,101	0	0	15

			St. Mary's		County
County	NevadaCare	PacifiCare	HealthFirst	United	Total
Carson City	-	-	-	-	31
Churchill	-	Ī	-	-	6
Douglas	-	Ī	-	-	4
Elko	-	-	-	-	1
Esmeralda	-	-	-	-	22
Eureka	-	-	-	-	-
Humboldt	-	-		-	1
Lander	-	Ī	-	-	-
Lincoln	-	Ī	-	-	3
Lyon	-	Ī	-	1	947
Mineral	-	Ī	-	-	96
Nye	-	Ī	-	-	3,003
Pershing	-	Ī	-	1	0
Storey	-	-	-	-	0
White Pine	- -	-	-	-	2
TOTAL	0	0	0	0	4,116

Table VII

HMO MEDICARE ENROLLMENT TRENDS

March 2000

Health Plan	Enrollment Mar 2000	Enrollment March 1999	Difference	Percent Change
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	39,941	40,372	-431	-1.1%
HMO Nevada	-	-	-	-
Hometown Health Plan	6,410	6,479	-69	-1.1%
Humana Health Plan	662	9,971	-9,309	-93.4%
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	30,400	22,340	8,060	36.1%
St. Mary's Health First	-	-	-	-
United HealthCare of Nevada	-	-	-	-
Totals	77,413	79,162	-1,749	-2.2%

Table VIII

HMO MEDICAID ENROLLMENT

by Geographic Area March 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Medicaid
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	13,694	3	16	13,713
HMO Nevada	-	-	-	-
Hometown Health Plan	-	-	-	-
Humana Health Plan	-	-	-	-
NevadaCare, Inc.	23,916	2,876	0	26,792
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
United HealthCare of Nevada	4,113	-	-	4,113
Totals	41,723	2,879	16	44,618
Market Penetration	*	*	*	43.6%

Please refer to "TABLE NOTES" for important additional information.

*Only statewide Medicaid Eligible Data was available due to new NSWD reporting measures.

Table IX

HMO MEDICAID ENROLLMENT TRENDS

March 2000

Health Plan	Enrollment March 2000	Enrollment March 1999	Difference	Percent Change
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	13,713	4,057	9,656	238.0%
HMO Nevada	-	-	-	-
Hometown Health Plan	-	2,492	-	-
Humana Health Plan	-	-	-	-
NevadaCare, Inc.	26,792	14,651	12,141	82.9%
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
United HealthCare of Nevada	4,113	-	-	-
Totals	44,618	21,200	23,418	110.5%

Table X

HMO NEVADA CHECK-UP ENROLLMENT
by Geographic Area
March 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Check-Up
Aetna US Healthcare	0	0	0	0
Health Plan of Nevada	DNR	DNR	DNR	DNR
HMO Nevada	-	-	-	-
Hometown Health Plan	-	-	-	-
Humana Health Plan	-	-	-	-
NevadaCare, Inc.	2,011	1,771	-	3,782
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
United HealthCare of Nevada	DNR	DNR	DNR	DNR
Totals	2,011	1,771	0	3,782

Table XI

TOTAL HMO MARKET PENETRATION
by County, March 31, 2000

County	Commercial Market	Medicare Market	Medicaid Market Penetration
Clark	17.6%	44.0%	*
Washoe	20.2%	26.1%	*
Carson City	21.4%	0.4%	-
Churchill	0.1%	0.2%	-
Douglas	3.2%	0.1%	-
Elko	0.2%	0.0%	-
Esmeralda	0.5%	11.4%	-
Eureka	-	-	-
Humboldt	0.3%	0.1%	-
Lander	-	-	-
Lincoln	1.6%	0.5%	-
Lyon	3.0%	22.3%	-
Mineral	0.8%	9.4%	-
Nye	7.8%	70.2%	-
Pershing	0.2%	0.0%	-
Storey	3.2%	0.0%	-
White Pine	0.1%	0.2%	-
Statewide TOTALS	16.2%	36.0%	43.6%

^{*}No county medicaid eligible data available per NSWD, see Table VIII.

TABLE XII

PPO ENROLLMENT TRENDS by HEALTH PLAN
March 2000

Health Plan	Enrollment March 2000	Enrollment March 1999	Difference	Percent Change
Aetna US Healthcare		DNR	-	-
Health Plan of Nevada	21,822	24,475	-2,653	-10.8%
HMO Nevada	92,150	60,957	31,193	51.2%
Hometown Health Plan	13,147	15,230	-2,083	-13.7%
Humana Health Plan	4,121	11,425	-7,304	-63.9%
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	75	36	39	108.3%
St. Mary's Health First	-	DNR	-	-
United Health Care of Nevada	56,460	64,244	-7,784	-12.1%
Totals	187,775	176,367	11,408	6.5%

Table XIII

PPO ENROLLMENT
by Geographic Area
March 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Enrollment
Aetna US Healthcare	-	-	-	-
Health Plan of NV/Sierra Hlth & Life	15,877	1,251	4,694	21,822
HMO Nevada*	92,150	-	-	92,150
Hometown Health Plan	592	6,516	6,039	13,147
Humana Health Plan	4,101	4	16	4,121
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	6	6	63	75
St. Mary's Health First	-	-	-	-
United HealthCare of Nevada	36,735	19,725	-	56,460
Totals	149,461	27,502	10,812	187,775

^{*}HMO NV did not specify a regional breakdown, only a total PPO value for the state "Clark County" was arbitrarily designated as the region for mathmatical totals to agree.

TABLE NOTES

General Notes on the Tables:

Distinctions between Zeros, Dashes, & DNR

To increase readability, the following data presentation

To increase readability, the following data presentation conventions have been used:

1. Zero: no enrollees within a county for which a Certificate of

Authority (COA) has been issued to the HMO.

2. Dash (-): the HMO does not have a COA to operate in the county.

When used in "Total", "Difference", or "Percent Change" columns, this convention represents invalid mathematical calculations due to an HMO not having a COA in the county or counties, and therefore not having a valid total number of

enrollees for the calculation of interest.

(e.g., in Table III, no HMO has a COA to operate in Eureka county. Therefore the "County Total" column is represented with a dash (-) to indicate an invalid mathematical total.)

In Table I, convention indicates HMO does not provide

service to that population category.

3. DNR: did not report.

Enrollment Data Reporting and Sources

All enrollment data presented within the *Nevada HMO Industry Profile* are derived from quarterly enrollment reports submitted by each HMO. Geographical allocation of enrollment data is based upon the following guidelines:

- a. Commercial plan enrollment data are reported according to the location of the employer.
- b. Medicare, Medicaid, and Nevada Check Up enrollment data are allocated according to the residence of the enrollee.

Market Penetration Calculations and Data Sources

In general, market penetration is determined by dividing the number of enrollees by the potential enrollment population of the geographic area. The *HMO Industry Profile* uses the following conventions:

1. Commercial category: population (county or statewide) is

comprised of age group zero to 64.

2. *Medicare category*: population (count or statewide) is

comprised of age group 65 and greater.

3. *Medicaid category*: population is comprised of estimated

Medicaid eligible for Clark & Washoe Counties and statewide. (Note, for this

report, only statewide totals were

available).

The Nevada State Demographer, University of Nevada, Reno, provides data for the commercial and Medicare category 2000 population projections.

The Nevada State Welfare Division provides data for Medicaid eligible participants.

Market Penetration Calculations and Data Sources (continued):

The population estimates for Medicaid eligibles were derived from monthly reports whose source is NSWD Report WL-00427. The statewide totals were compiled by NSWD from caseload reports for January, February, and March 2000 and the total Medicaid eligible statewide figure was an average of the totals for each month involved. Countywide totals were not available for this quarter per NSWD.

Preferred Provider Organization (PPO) Data

Important note: PPOs and HMOs are two distinctively different approaches to healthcare coverage. Because of the differing approaches, service delivery of the two health care plans may also be dissimilar. Additionally, an HMO and a PPO may both be part of the total healthcare product line from the same insurance company.

The PPO information presented within the Nevada HMO Industry Profile is not an exhaustive listing of all PPOs that are operating within Nevada. The data presented herein are solely to provide an

Preferred Provider Organization (PPO) Data (continued):

indication of other managed care activities with which the organization may be involved. The data are presented as reported by the HMO.

Specific Notes on the Tables:

Table VIII

Rural Column – represents the other 15 counties within the state. Currently, Medicaid rural enrollment is too low to justify development of a separate reporting table.

Market Penetration Statistics - only valid for statewide total. County totals were not available at time of printing due to new recording systems being used by the NSWD. The statewide total Medicaid eligible data were an average of Medicaid eligibles for January, February, and March 2000.

Table XI

Important note: The underlying data for this table were derived from

Tables I-IX. Previous notes contained under "General Notes on the Tables" should be

considered in interpreting this data.

Rural Medicaid enrollment is too low to justify reporting the rural eligibility data necessary to develop market penetration information.

Table XIII

Important note: HMO of Nevada did not report PPO enrollment by region, rather by statewide total. For the Table's totals to mathematically agree by row and column summation, Clark County was arbitrarily designated as the county to place total enrollment figures.